

09893688 062901
T06290" 889E6880

FIG.1
Related Art

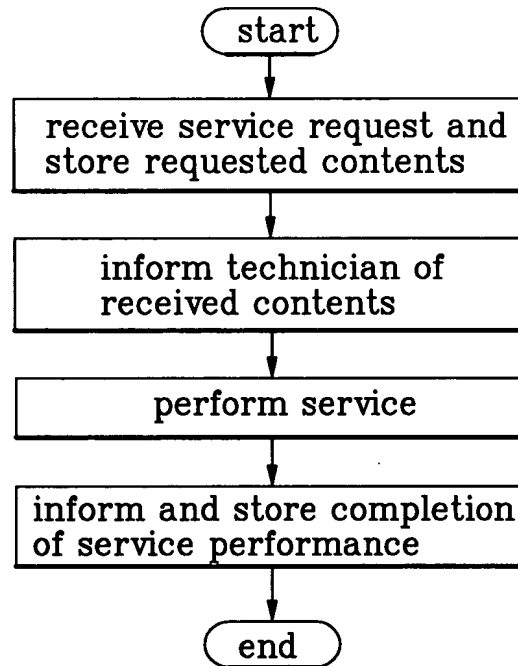


FIG.2
Related Art

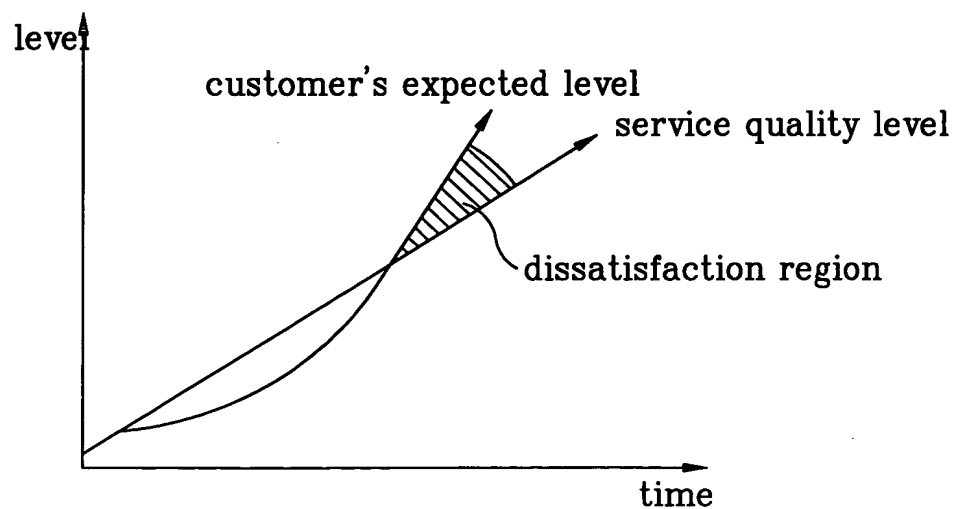


FIG. 3

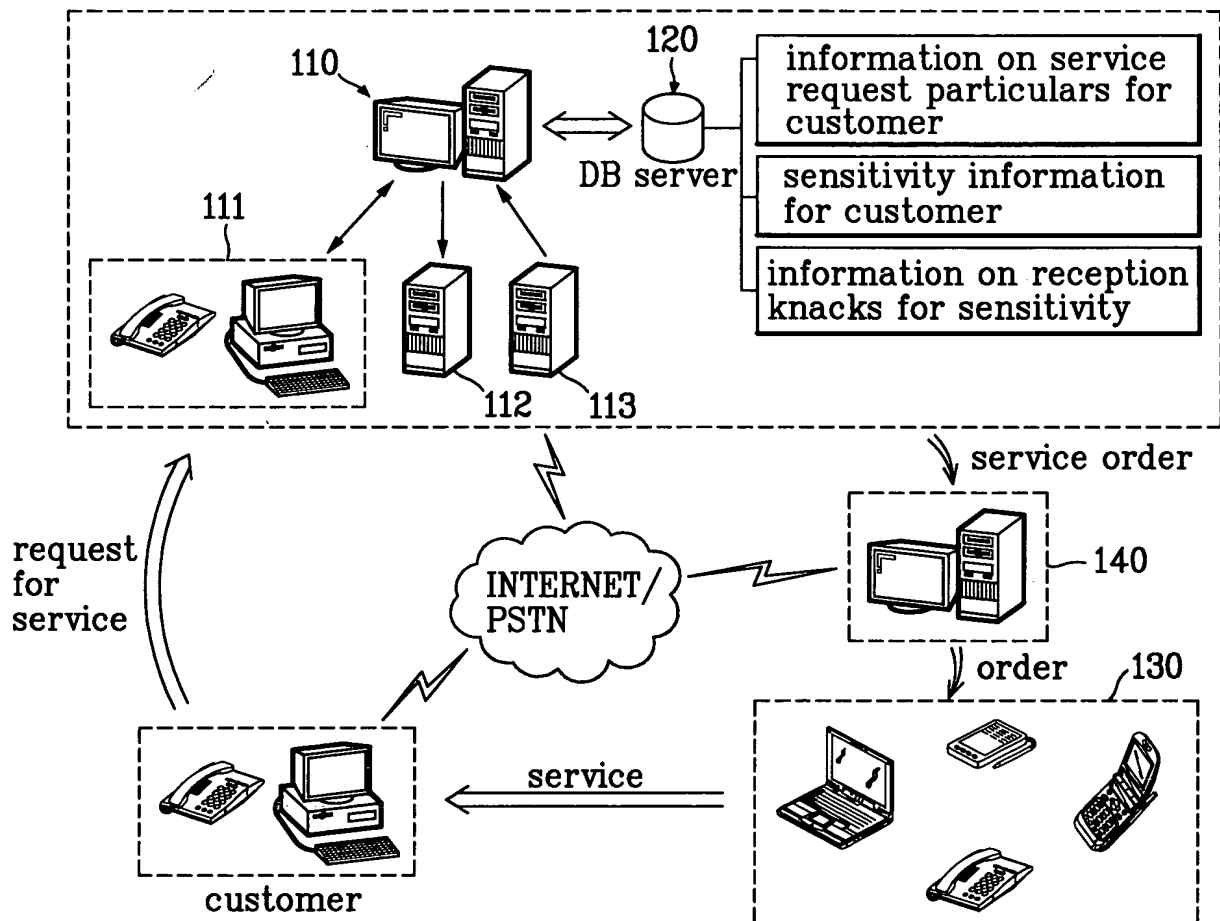
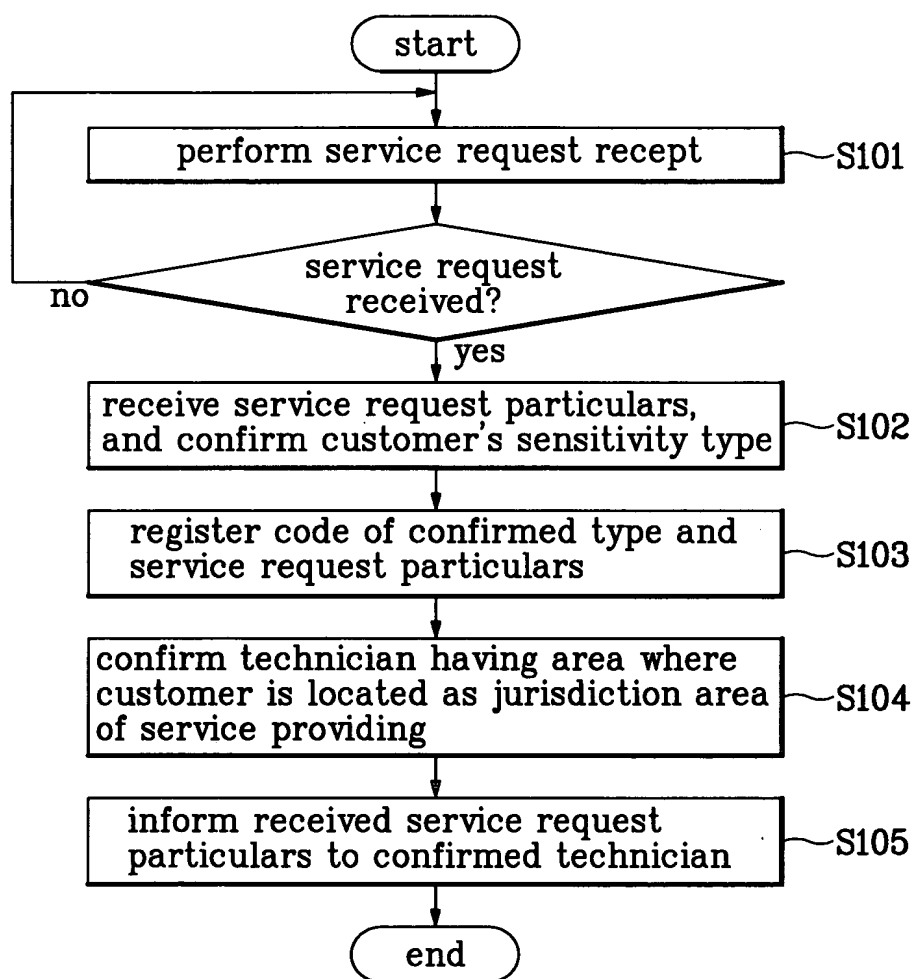


FIG. 4



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FIG.5A

type	Code	particulars
positive (B)	B1	visit at technician's converisence
	B2	customer is kind
	B3	praising the technicians
	B4	praising receptionist
	B5	praising LG company
	B6	praising LG products

FIG.5B

type	Code	particulars
expected (Y)	Y1	request prompt visit
	Y2	require excellent technician
	Y3	authoritative
	Y4	affiliated company/relatives
	Y5	LG fan
	Y6	those who are on welfare
	Y7	senior citizens organizations
	Y8	take pride in old aged LG product
	Y9	request low cost
	YA	warranty term issues
	YB	poor understanding
	YC	request exact time
	YD	at his/her own will
	YE	expecting good service

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FIG.5C

type	Code	particulars
negative (R)	R1	request the time which is not available on time table
	R2	repetitive trouble
	R3	technical problem
	R4	costs
	R5	dissatisfied with telephone reception at 1588
	R6	hard to connect the line
	R7	queck tempered character
	R8	promise/trust
	R9	hard-grained character
	RA	request another technician
	RB	distrust the products
	RC	parts issues
	RD	problems with signing up the customer
	RE	long repair history

FIG. 6

[illegible]

FIG. 7A

Code	Customer Type	Answering Contents		
		Answering Attitude	Essential words	Optional words
Y1	Requesting a quick visit	Be sorry	We apologize to you again for not being able to visit you promptly	We will try our best not to trouble you later again.
Y2	Requesting a excellent technician	Cautiously Discreetly	Was the technician Kind enough, Mr.(Miss/Mrs) 00?	Thank you(Sorry). We will try to be more kind.
Y3	Authoritative	Respectfully	Was the technician Kindly repair enough, Mr.(Miss/Mrs) 00?	We sent you one of the excellent technicians, so didn't you have anything inconvenient or unpleasant? We will try more to do our best.
Y4	Normal	Pleasantly	Was the technician Kind enough, Mr.(Miss/Mrs) 00?	We will try more to satisfy you
Y5	LG Fan	Understandingly	Thank you very much for loving LG	We know you love LG. We will try our hardest.
Y6	Affiliated Company / Relative	As if he/she were my family member	Does any of your family work for LG group?	We asked the technician to give you special care... Thank you (Sorry). We will try more.
Y7	Those who are on welfare / Senior Citizens organizations	Be ready to help in mind	We asked the technician to give you special service, did the technician provide you with satisfactory service?	We will try much more to be helpful to you.
Y8	Take pride in old aged product of LG	Gratefully	It is a really old product, but you have been using that product very well so far!	We hope that you will be able to use product even longer.
Y9	Warranty Term issues	Be sorry	We are very sorry that we cannot help you in this issue	Now we hope that you will be able to use the product for a long time without problem.
YA	Request low cost	Be worried	I guess you were worried about the cost, correct?	Now we guess you are able to use the product for a long time without any more problem.
YB	Poor understanding	Understandingly	Did the technician explain the problem well to you?	Sorry. We will try to not trouble you again.
YC	Request Exact time	Be sorry	We are very sorry that we could not able to keep the appointment	Next time, we will try to be on time.
YD	Person who requested service isn't present for the repair	Try to promote LG	Did you get enough explanation from the person who was present during the service?	It would have been better if you were there. We are sorry about that

FIG. 7B

Code	Customer Type	Answering Contents		
		Answering Attitude	Essential words	Optional words
B1	Visit at your convenience	With appreciation	Thank you for your concern	We will try our best to check
B2	Kind Customer	pleasantly	Thank you for your kindness	We will try to be more kind
B3	Compliments our technician	with appreciation	Thank you for complimenting our technician	We will convey your compliment to him/her.
B4	Compliments receptionist	humbly	Thank you for your compliment	It feels like today will be such a good day due to you.
B5	Compliments our company	with appreciation	Thank you for your compliment	We will try our best for an excellent repair
B6	Compliments our company	with appreciation	Thank you for using our (O) product	We will try our best for an excellent repair

FIG.8

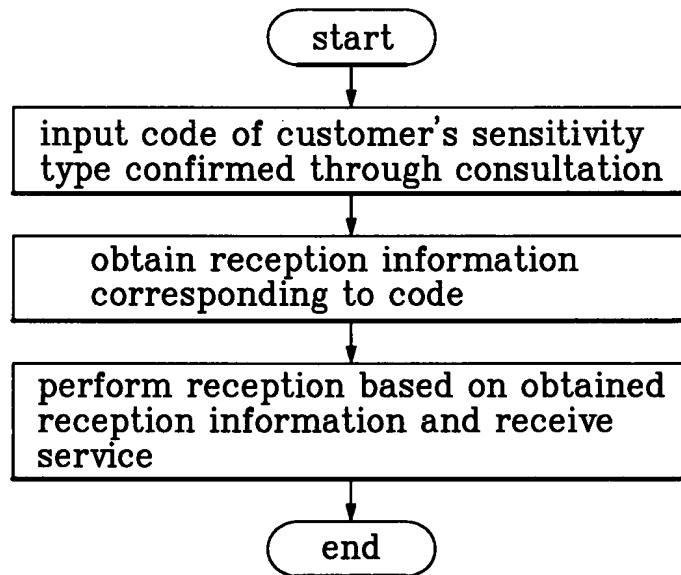


FIG.10

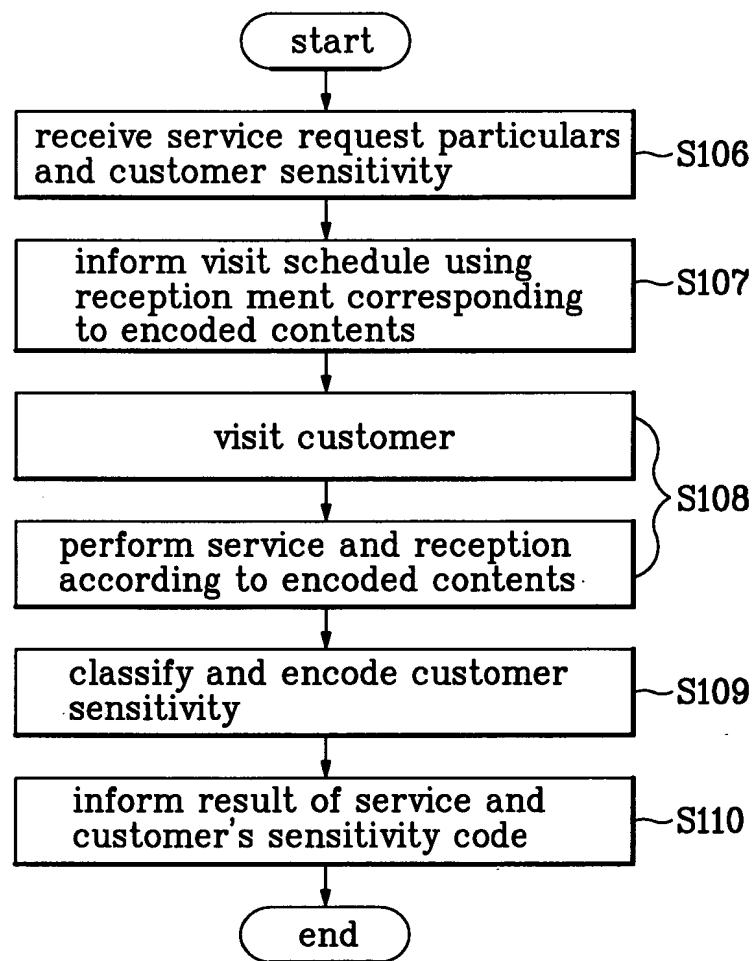


FIG.11

Section	Answering Model
•Initial greetings	Hello! This is 000 at Digital LG
•Apology	Yeah...I guess you must have had trouble using 00 Product We are very sorry to have troubled you using our LG product
•[Empathy]	Thank you for complimenting our company We will try to do our best to meet your trust in our company. You have a problem with 00 product in 00000 now, right? (Reconfirm the problem)
•Actual client	Confirm the Telephone number/Name/Address (Repeat) Oh, you have had received our service with 00 product before, correct? Your name is a,b,c,... And your address is a,b,c,..., correct?
•Additional Check	Do you have any other product to be checked besides the 00 product you have told us about? Would you tell us when is the most convenient time for our technician to visit you?
•[Empathy]	Yes, we will try to visit you promptly. Oh, the technician is near where you live right now, so he will be able to visit you at 00. Is it ok with you?
•Closing statement	This is counselor, 000. Thank you for calling us. Have a nice day(weekend/afternoon/evening)!

FIG.12

Processing Scheduled Service - (S) Happy System

File / Customer Service Management / Repair / Not Transmitted / VOC / Counselors Management / Claim Management / Electronic Materials / Cc-da Management / Help

Technician Name	J.M. Solon	Reception Number	P425102DMA	See Timetable	Not Transmitted yet 1 (2)	Repair History (3)
Reception No.			0425102DMA	Customer Name	K.D. Hong	Appointment Date
Tel. No.	02	557	557	Customer Name	K.D. Hong	Appointment Date
Zip code	134	- 011	011	Customer Name	K.D. Hong	Appointment Date
Address	100			Customer Name	K.D. Hong	Appointment Date
Appointment Date	2000/02/25	1220	1220	Customer Name	K.D. Hong	Appointment Date
Transmission Date	2000/02/25	1025	1025	Customer Name	K.D. Hong	Appointment Date
Problem	Screen	There are a lot of dots on	Actual Client	K.D. Hong	Appointment Date	Appointment Date
Visit Date	2000/02/25	TV	Event Type	Not Relevant	Appointment Date	Appointment Date
Product	TV	Model No.	UN-0230	Appointment Date	Appointment Date	Appointment Date
Processing Code	Parts used	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Reason for repair	Inferior Product	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Problem	Screen is not clear	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Causes	Customer's	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Message	Customer's	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Reappointment	Customer Type	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Reception Code	Free or not	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Parts Cost	Cost	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Serial No.	Year/Date of Purchase	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Serial No. Removed	Processing Type	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date
Repair time	Normal	Appointment Date	Appointment Date	Appointment Date	Appointment Date	Appointment Date

Charge Technician: J.M. Solon, Service Center: Song-to Service Agency, Able to do hard repair

Beeper: 012-1374-7143, Cell Phone: 011-540-7143, VMS: 1248

Confirm the Process: 012-1374-7143

FIG. 14

Depart- ment <input checked="" type="radio"/> Song-pa Center <input type="radio"/> Visit <input type="radio"/> Service Center <input type="radio"/> Store		Inquired <input type="radio"/> Recently <input type="radio"/> Past	
Whole <input type="radio"/> Basic <input type="radio"/> Free		Answer <input type="radio"/> Recently <input type="radio"/> Past	
Customer Name K.D. Hong	Tel. Number 12 1997	Recent Happy Call	
Address 130011 100	Tel. Number 12 1997	Map	
Repair History 1 Case for Happy Call			
Status Completed	Product TV	Repair Records	
Completed 4.5.1997			
Product TV			
Case Type Normal			
Model No. 200025/1220			
Appointment Completed			
Repair Cost 0			
Part Cost 0			
Screen Repair Code Screen is not clear			
Problem message			
Serial No. 200025/1025			
Visit Date 22/1			
Product TV			
Completed by Normal			
Explanation TV			
Actual Client K.D. Hong			
Case Type Normal			
Model No. 200025/1220			
Appointment Completed			
Repair Cost 0			
Part Cost 0			
Screen Repair Code Screen is not clear			
Problem message			
Serial No. 200025/1025			
Visit Date 22/1			
Product TV			
Completed by Normal			
Explanation TV			

FIG.15

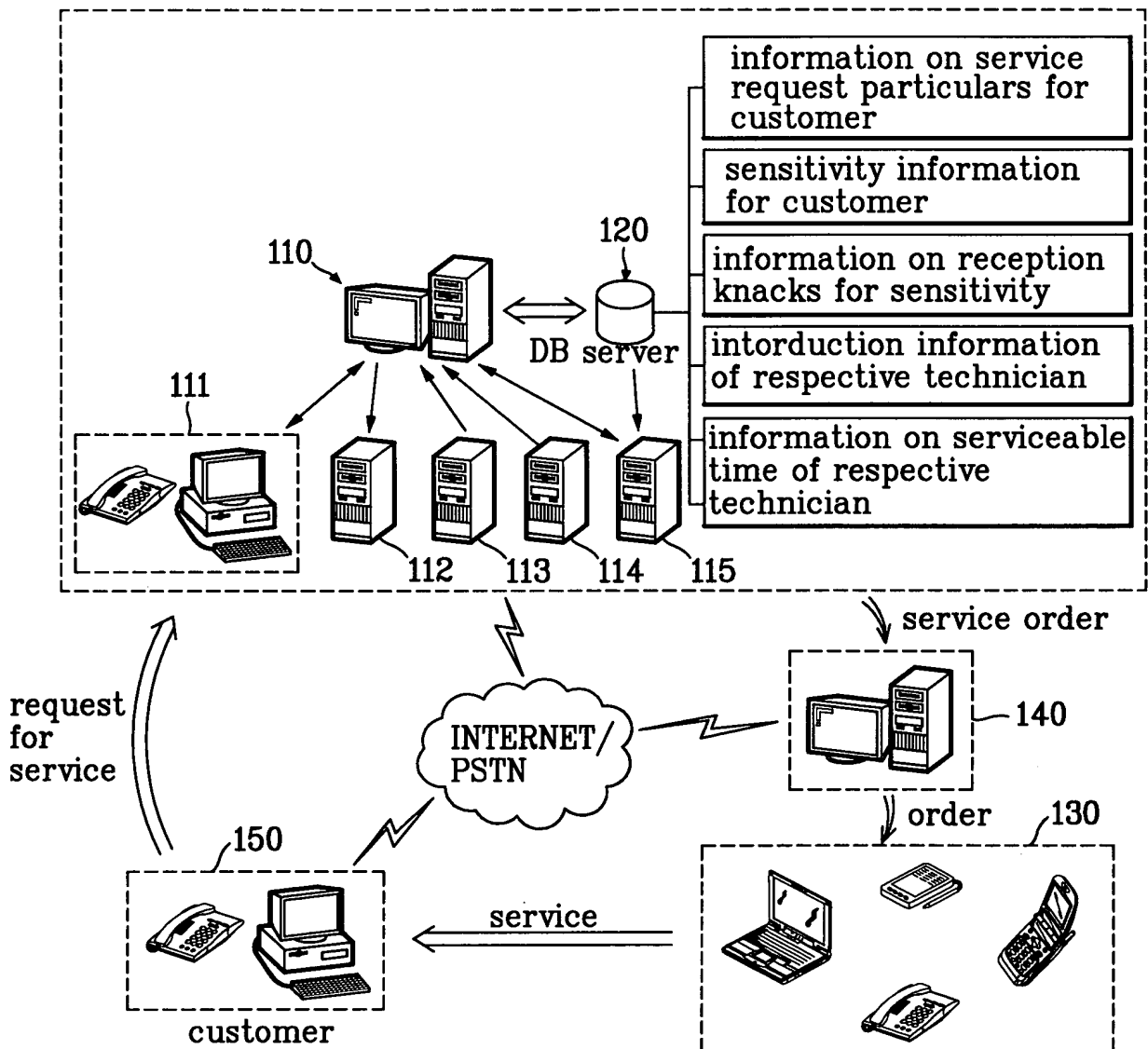


FIG.16A

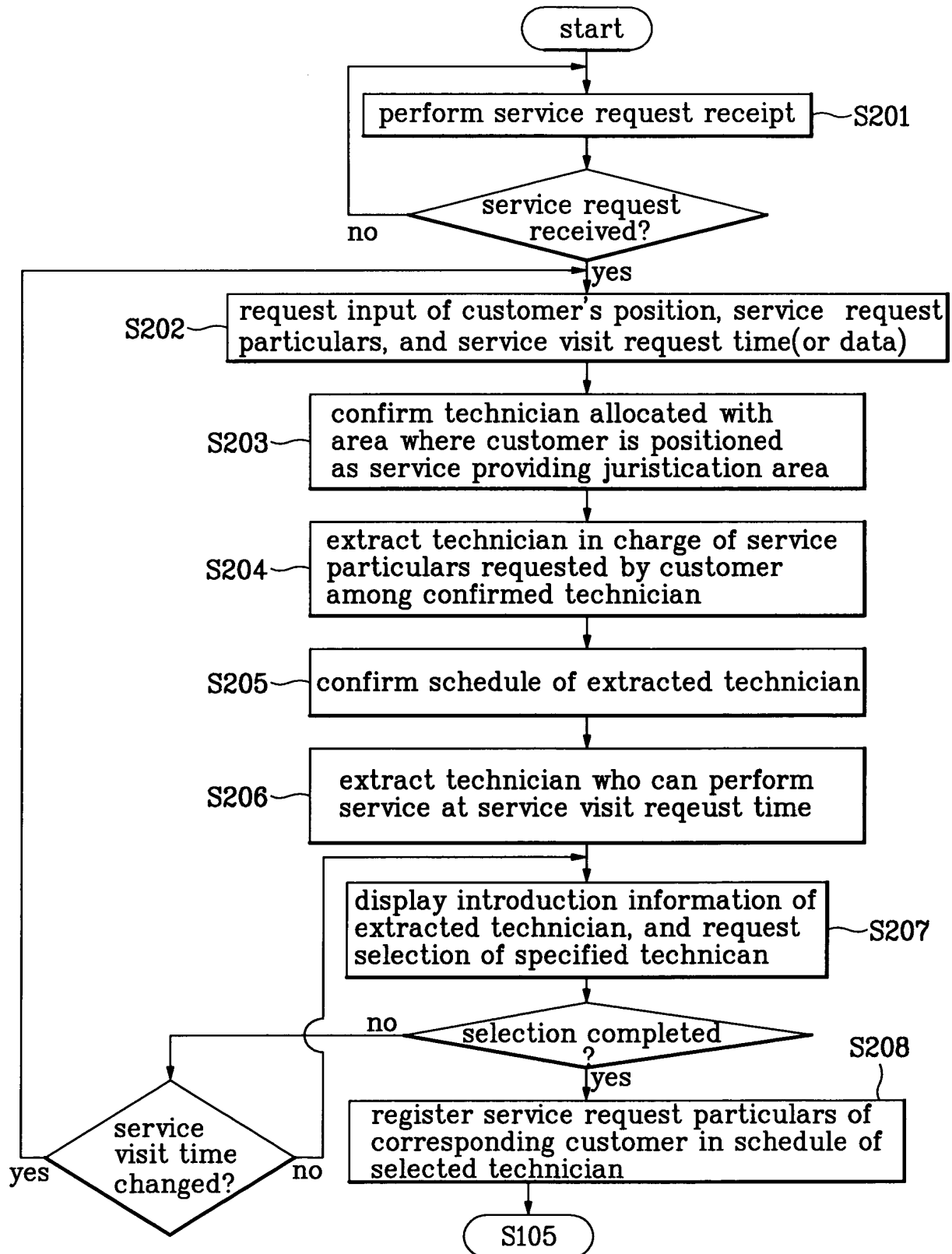


FIG.16B

NOTICE

1. Please enter the exact name, zip code and telephone number for prompt service.
If there is any wrong information, please schedule service after revising the information at Change Member's Info.
2. Please enter the exact product so that we can assign the appropriate technical expert to the specific product.

Name

Sung-Tae

Tel

02

2811

8355

Zip code

135

243

Address

4-504 Ku APT Kaepo-dong Kangnam-gu, Seoul

Cell Phone

019

219

8367

Product

TV

If you are not sure, you don't have to enter the model Number

Model No.

CN-2801C

Nature of Problem

Screen Issues

Specific channel Issues

Power source/ Voltage Issues

Remote control Issues

Sound Issues

Problem Description

Dates Desired

2000.08.30

Times Desired

choose the first preference for appointment time

Technician Desired

choose the first preference for appointment technician

Message

You can enter a maximum of 70 letters in Korean

submit

cancel

16:20 J.H Moon

18:00 J.H Moon

18:00 Y.D won

18:50 J.H Moon

18:50 Y.D Won

More information

You can see the picture of the technician and recognize which service center he belongs to

In case the warranty term expired or the problem is due to the customer's negligence, the charges will be a home call charge of 7,500 won, plus labor and parts

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FIG.17A

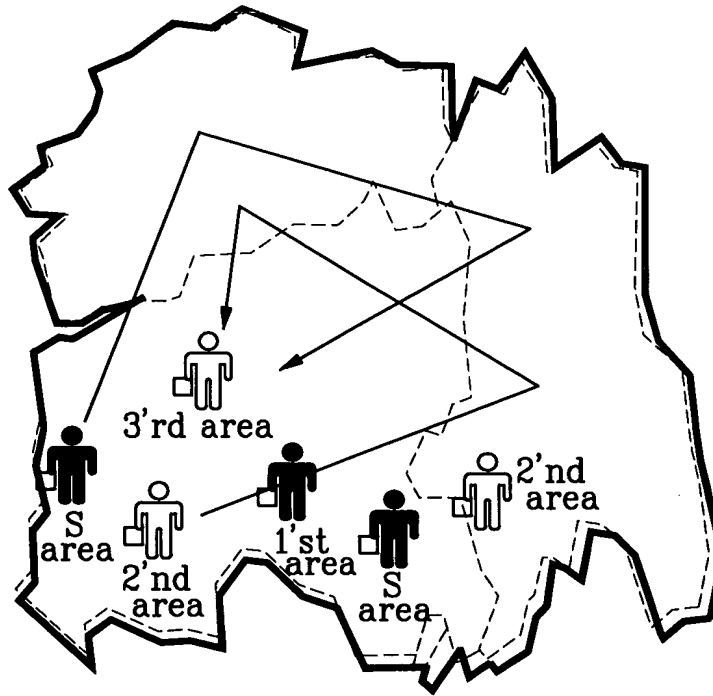
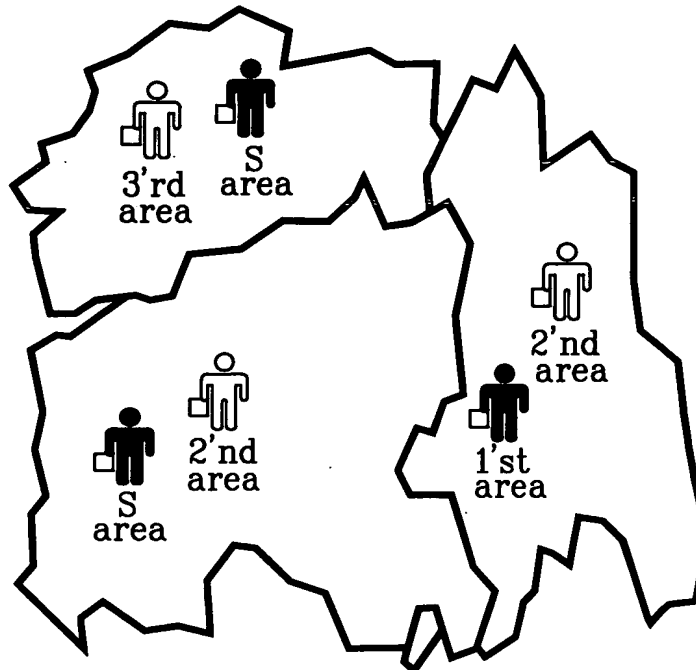


FIG.17B



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FIG.18

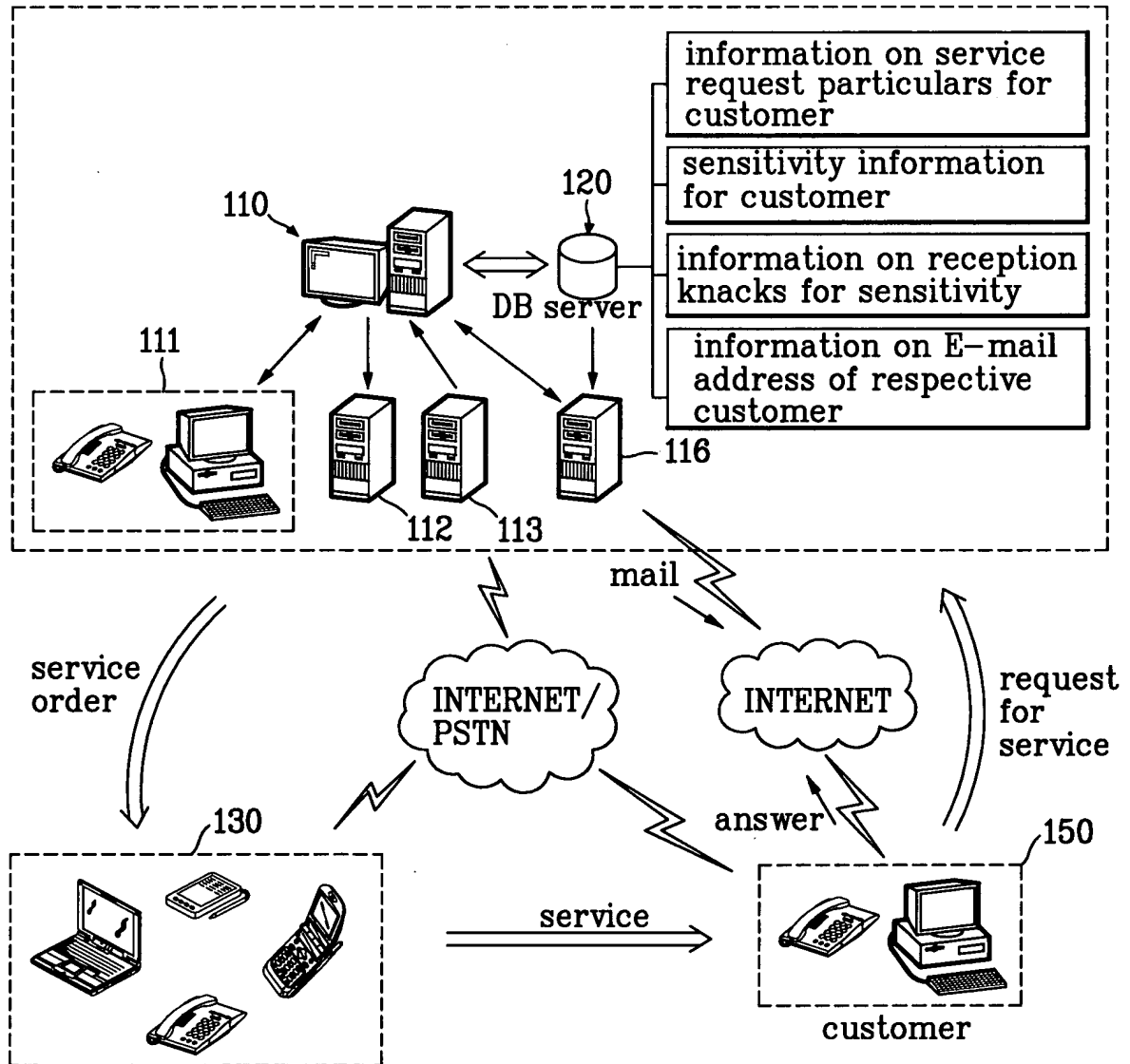


FIG.19

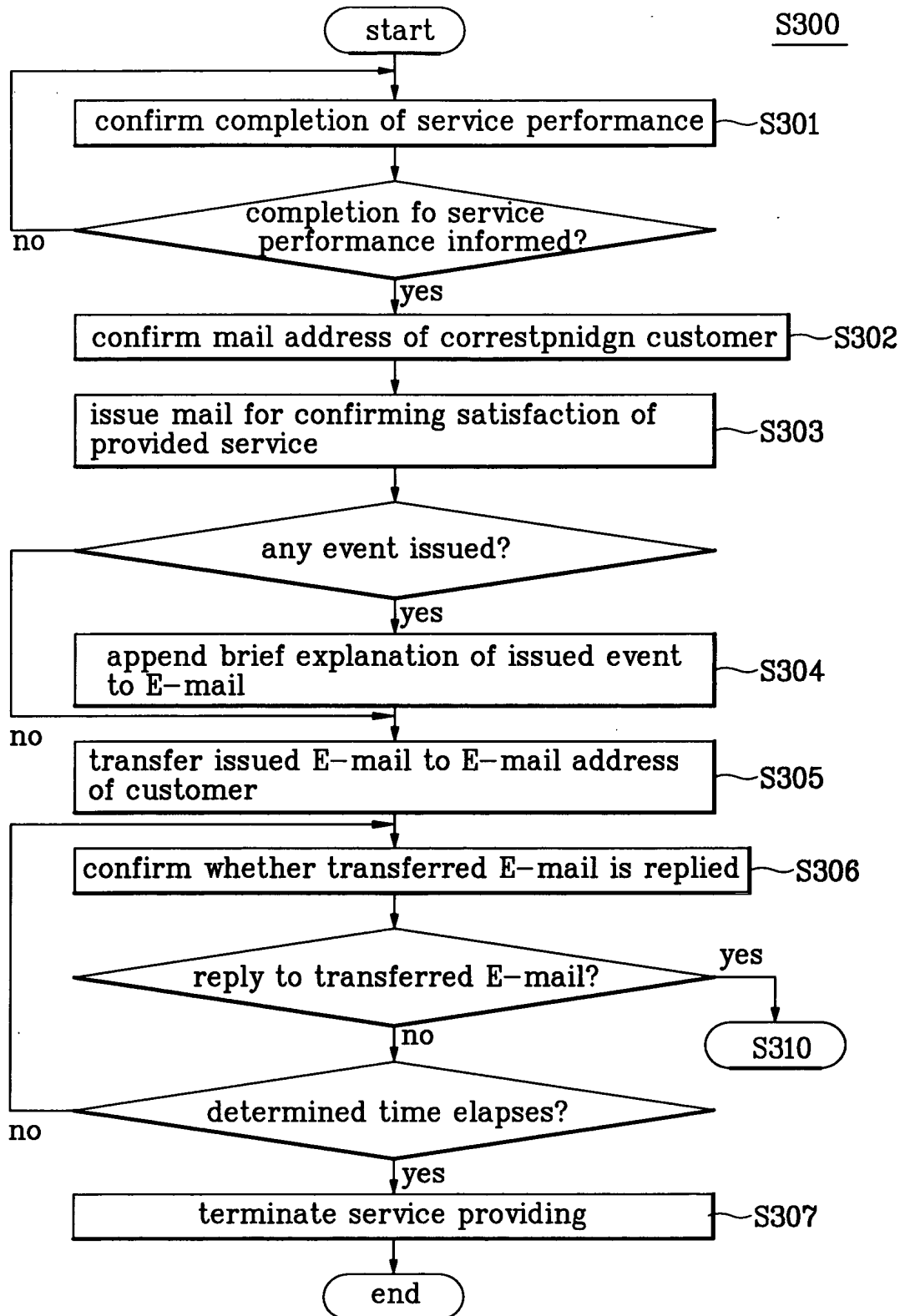


FIG.20

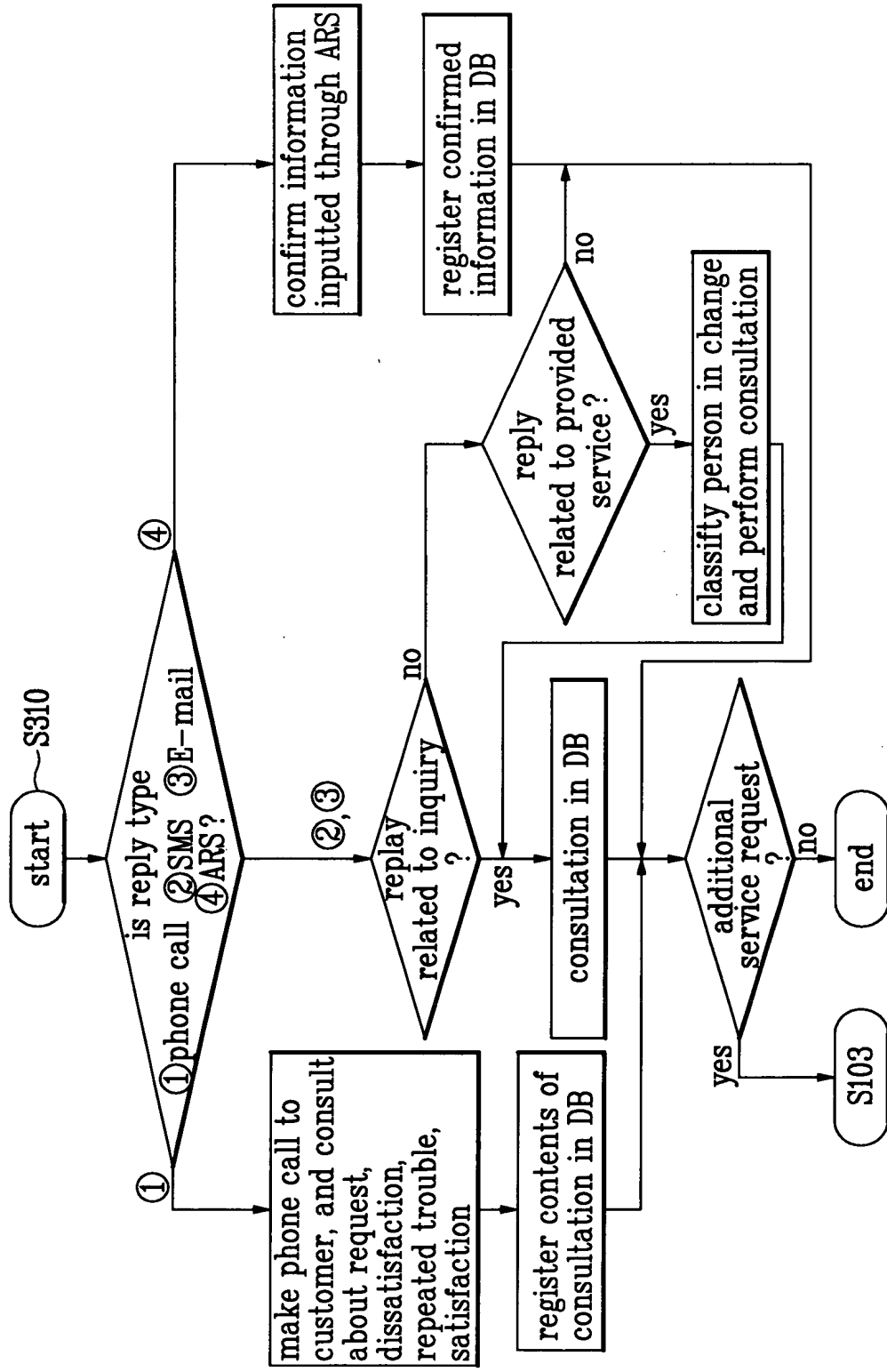


FIG. 21

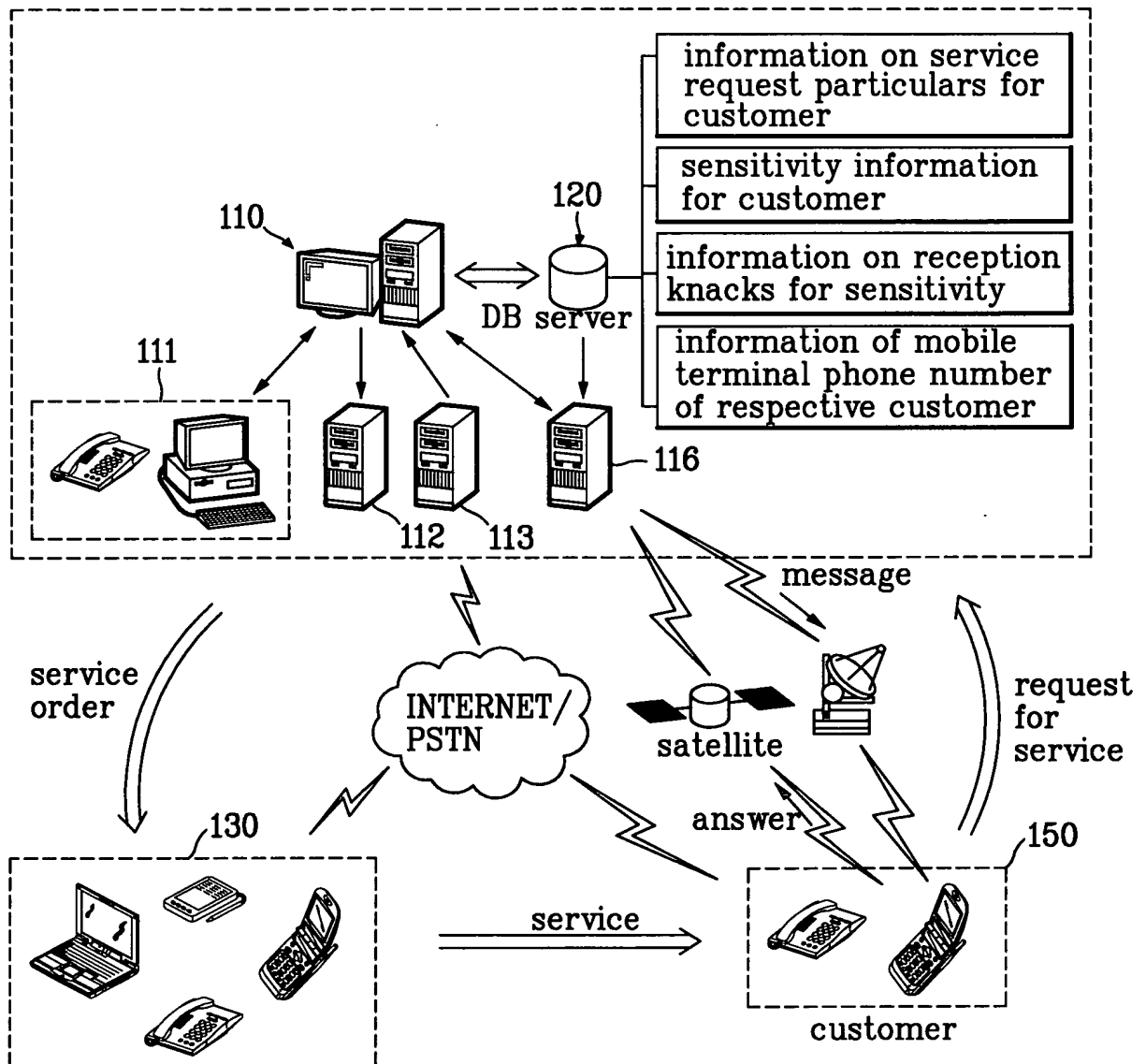


FIG.22

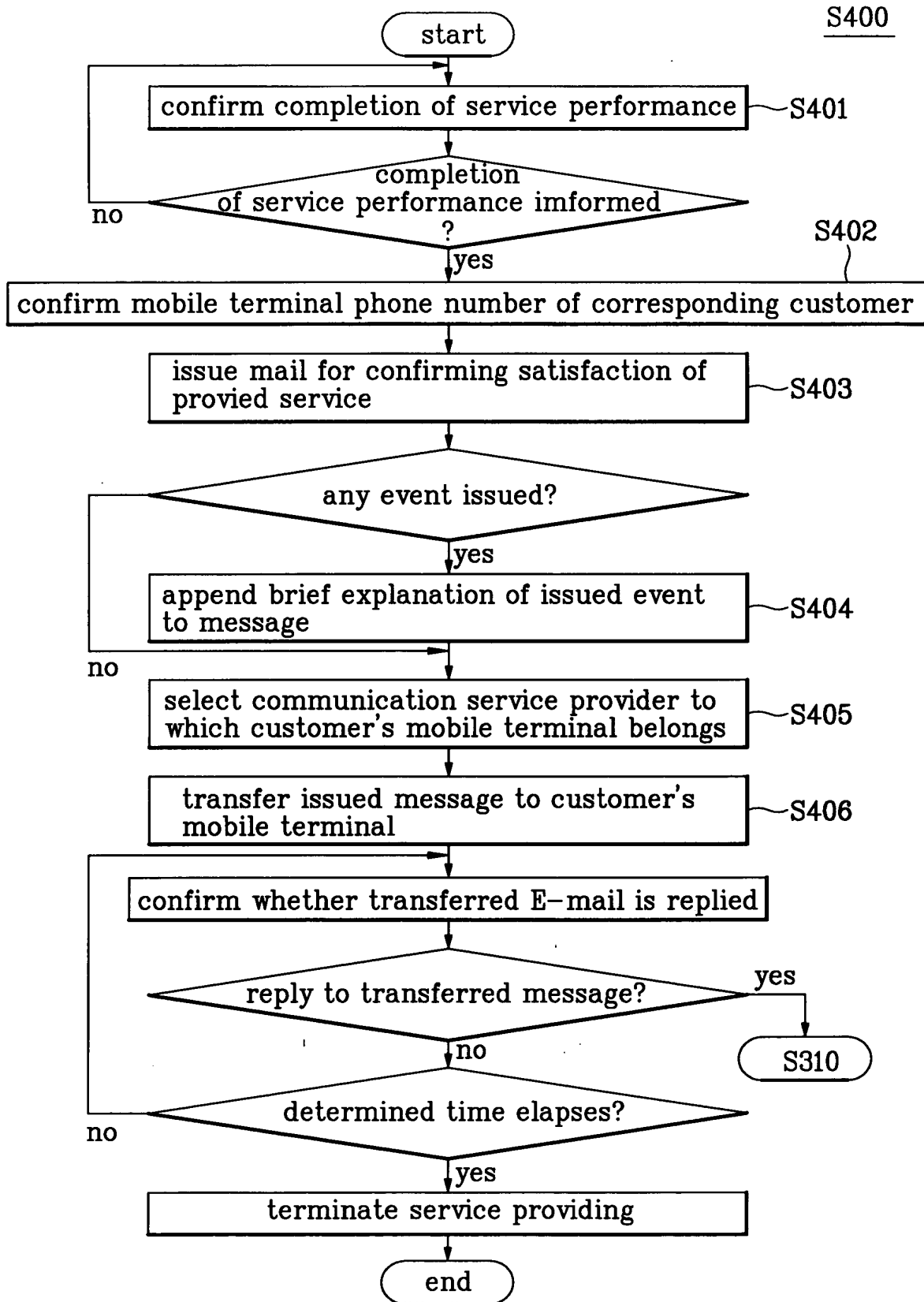


FIG. 23

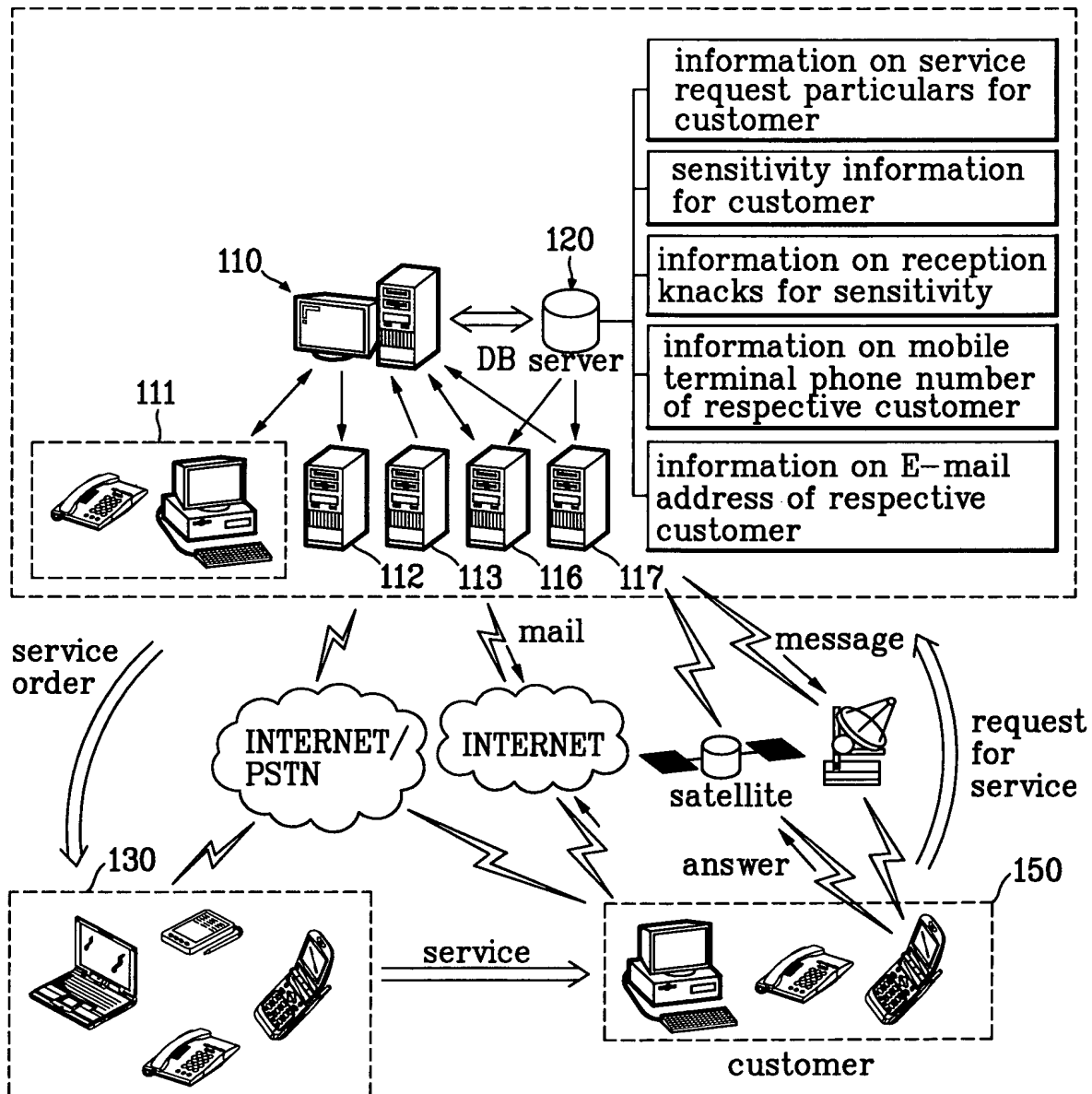
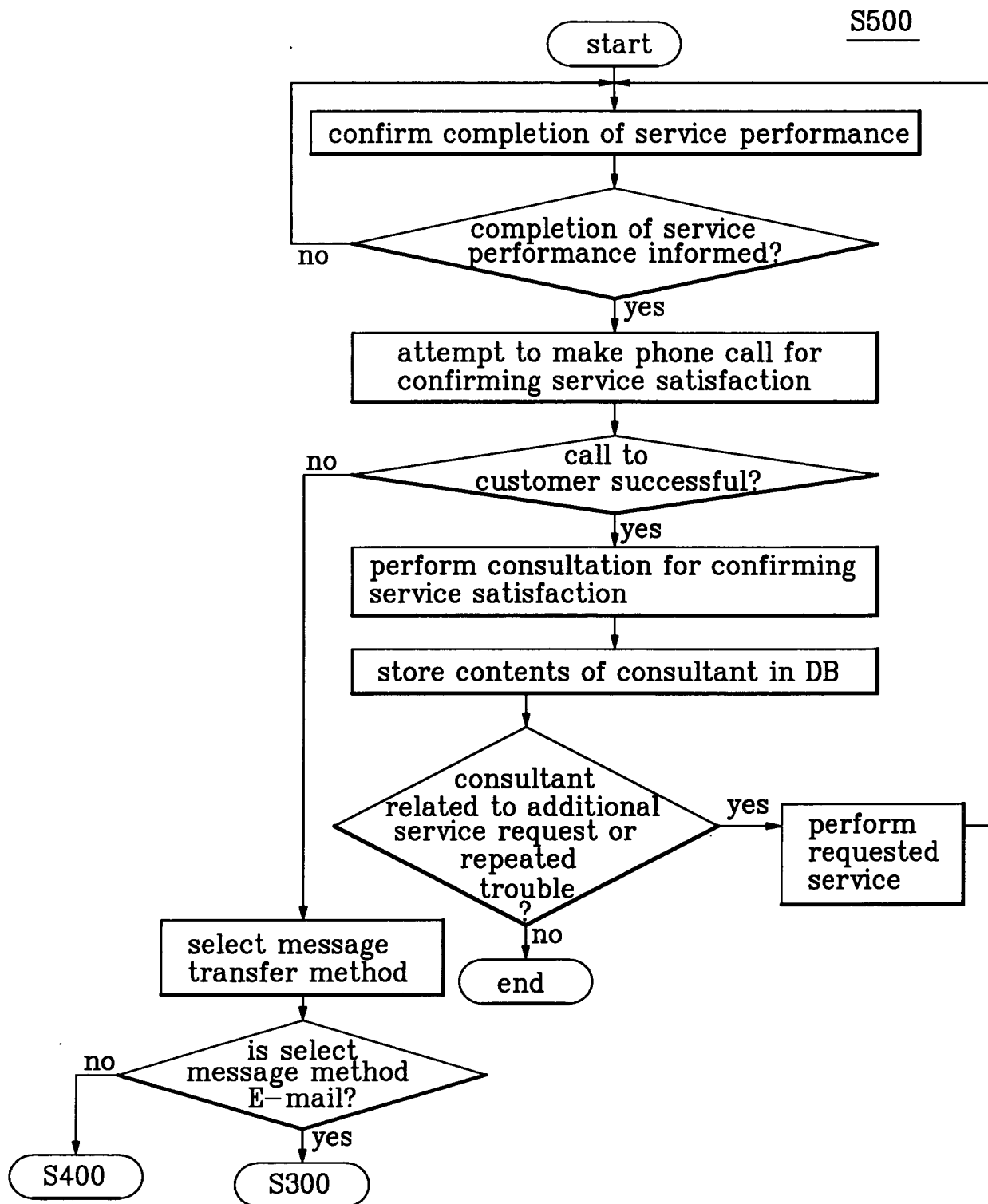


FIG.24



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